

MISSOURI VICTIM SERVICES ACADEMY

**County Club Hotel – Mediterranean B
August 27-29, 2008**

TENTATIVE AGENDA

Introduction of Attendees, Core Faculty, and Agenda

General info: expectations, binders, facility review

Introduction to Victim Services

History and overview of the movement with suggested links and readings.

Begin with brief history, intro of movement in Missouri, would include why the field exists. Why necessary? Why is this important to you? Why is victim assistance your chosen field?

Wednesday, August 27, 2008 – Victim Trauma -- Supported by NVAA Modules 6 and 7
8:30 – NOON Presenter: Mary Young, MO/NOVA Crisis Response State Coordinator
3.5 Contact Hours

Upon completion of this presentation, attendees will have an understanding of the following concepts:

1. The internal and external response to trauma
2. Appropriate crisis intervention techniques
3. The warning signs that most likely require referral to mental health counseling
4. How to identify appropriate community resources

Curriculum Content will include:

- **Crime and trauma** – how crime causes trauma; experiences after crime
- **Reactions** by type of crime reactions by type of crime; crisis theory, how that relates to trauma from being a victim; key issues by type of crime; case characteristics i.e. relationship b/w victim and perpetrator. Needs of victims
- **Specialized impact** - Needs of victims based on type of crime; losses experienced

BREAK

- **Crisis intervention** = NOVA model & Maslow's Hierarchy of Needs
"Overview of long term reactions/PTSD/ referrals= overview and how to identify appropriate community resources

BREAK FOR LUNCH (on own or box lunch)

Victim Trauma – Additional NVAA Modules 10 and 8

1:00-5:00 Presenter: Elizabeth Wilson, Chair, School of Social Work, William Woods University

4.0 Contact Hours

Upon completion of this presentation, attendees will be able to:

1. Identify the aspects of recovery and resiliency in response to victimization.
2. Recognize the unique qualities of specific victim populations and effective methods for working with these victims.
3. Identify important community resources that assist crime victims.

Curriculum Content to include:

- Resilience Strength-based, empower, regain control=resiliency project NCVV.org assessment tool of 6 areas = Understand self resiliency and assist others with resiliency
- Survivor guilt = what is it? different forms, all crimes with broad definition; not just CV, includes caregiver
- Impact on significant others and how relationships are affected by crime

BREAK

- Underserved populations = cultural diversity, LEP (Limited English proficiency), disabilities, children, addiction, elderly, mental illness, property crime, LGBT, rural crime victims
- Information and referral process to community resources

END OF DAY 1 -- WRAP-UP

- **REVIEW OF PARKING LOT ITEMS**
- **Dinner with the attorneys at Lodge of the Four Seasons**
- **EVENING ACTIVITIES**

Thursday, August 28, 2008 --Victims' Rights and the Criminal Justice System

8:30 to 11:30: Panel Presentation: Dwight Scroggins, Buchanan County Prosecuting Attorney; Jennifer Miller, Kansas City Police Department Law Enforcement Victim Advocate; and Amy Romesburg, Stone County Prosecutor-based Victim Advocate; Jessica Decker, St. Louis City Family Court, Juvenile Crime Victim Advocate

Moderator: Kathy Tofall

3.0 Contact Hours

Upon completion of this presentation, attendees will be able to:

1. List four core rights and responsibilities of a victim.
2. Identify the responsibilities of the key criminal justice agencies.
3. Identify stages of the criminal justice process.

Curriculum Content will include:

Missouri Crime Victims' Rights: Statutes, Roles and Responsibilities

Intro -10 sentences on history in Missouri

(Resource: University of Akron website oral history project)

MO statutes 595--Attorney General; Prosecutor & Victim Services; specific MO statutes; implementation of services; responsibility for notifying and assisting V; Witness Protection reasonable protection? (Recourse?) AG's appeal process; for the 80% of victims whose cases never make it to criminal justice system – assuring victim assistance through referral and availability of community resources; Juvenile Crime/Victim Advocacy within Family Court

BREAK

Criminal Justice System

CJS process: language, Overview of process; layers: Law enforcement, arrest, Probable Cause, warrant / PA, Defense Attorney, court, understanding judicial distance (flow chart of state of Missouri as possible activity/what is the flow chart of your jurisdiction? What are the similarities and differences?)

Crime listing of statutes; dangerous felonies/statutory language

- **Activity: demonstration of case scenario walk through of the initial Three Separately Operating Entities of the CJS – [Use of diagram (CJS flow chart)]**
 - Victim Reports Crime – response of law enforcement and meets LE Victim Advocate**
 - Prosecutor describes interview process and explains the filing of criminal charges; also explains what to expect from the PA's Office (Proving a case beyond a reasonable doubt)**
 - Meeting with the PA's Victim Advocate – review of victims' rights, services provided including how notification occurs, community resources, and future interaction with prosecutors**
 - The Criminal Court – attending hearings and preparation for the court experience; Victim Impact Statements—When, how and by whom?**

BREAK FOR LUNCH – shuttle to Lodge

11:30 -- 1:30

1:30 – 5:30 Victims' Rights and State Service Providers

4.0 Contact Hours

Upon completion of these presentations, attendees will be able to:

1. Explain the key points of the notification technology and database information available to victims.
2. Explain the key points of the Crime Victims' Compensation application process.
3. Identify aspects of victim preparation for trial proceedings and post-conviction assistance.

Curriculum Content will include:

1:30 – 2:30 Notification and Technology

Presenter: Marc Peoples, Director, Missouri Crime Victims Services Unit

MOVANS, CASENET

MOVANS demonstration: have internet access and walk through both

Break

2:45 – 3:45 Missouri Department of Corrections:

Presenter: Kay Crockett and Donna Hudson, MDC Victim Services

Victim Services--information on prisons/notification of parole hearings; assistance, support and referral/coordination with system and community service providers

Department of Probation and Parole—ICVC classes, Sentencing Assessment

Reports, support for victims within Probation offices and at Parole hearings

BREAK

4:00 – 5:00 Compensation and Restitution

Presenter: Susan Sudduth, Director, Missouri Crime Victims' Compensation)

Mo revised Statute 595 CVC – flow of application process, verifications, appeals

Court ordered Restitution to repay CVC

Restitution paid to victims for other out of pocket losses (presenter?)

5:00 – 5:30 Juvenile Crime Victim Advocacy

Presenter: Jessica Decker

Overview of unique aspects of assistance provided to victims of juvenile perpetrated crimes.

END OF DAY 2 – WRAP UP

- **REVIEW OF PARKING LOT ITEMS**
- **EVENING ACTIVITIES**

Friday, August 29, 2008 – Direct Services Role and Defining Advocacy – Supported by NVAA Modules 5, 7, 9, and 11

8:30 to 11:45

3.5 Contact Hours

Upon completion of this presentation, attendees will be able to:

1. Explain the guiding principles of victim services
2. Identify ethical practices in five areas of case management.
3. Identify four communication skills needed for working with crime victims.
4. Explain why collaboration among systems is essential for providing victim services and describe strategies for effectively working with various types of agencies.

Curriculum Content will include:

Best practices in Case Management

8:30 – 10:00 Presenter: Kathy Tofall, St. Louis Circuit Attorney's Victim Services

Ethics in Victim Assistance

Defining Advocacy

Confidentiality and Consent – grant and professional requirements

Documentation (Part PA/LE File, Non-Profit, CJS) of services

Data Collection -- unprotected notes, shelter workers, therapists

MCADSV standards

Grant restrictions

BREAK

Communication and Listening

10:15 – Noon Presenter: Leigh Voltmer, Executive Director, The Shelter, Columbia, MO

Build on the first day info on trauma responses

LIFE Model – Listen, Inform, Facilitate and Empower = DV 101 book

Outreach

Safety planning

How do we talk with victims using supportive language, skills & listening? How do we teach volunteers and staff how to talk with others? Develop strategies to enhance both verbal and non-verbal communication. Review communication strategies such as open questioning, paraphrasing, reflecting feelings, affirming and empathizing.

BREAK FOR LUNCH

Noon – 1:00

1:00 – 4:00

3.0 Contact Hours

Parallel Justice, Collaboration and Resources: Meeting the Victim's Needs Outside of the CJS

Facilitators: Mary Young, Leigh Voltmer, Laura Zahnd, Elizabeth Wilson, Kathy Tofall

1:00 – 2:00 Small/large group (fish bowl) Discussion

Addressing conflict (within agencies and with outside partners)

Understanding other agencies' goals and roles (i.e. confidentiality)

Partnership doesn't mean agreement
Working relationships / letters of collaboration or memorandums of understanding

Role Changes within the agencies, the system, the community change of prosecutors,
change of staff, change in community, elected officials
Volunteers: recruiting, training, service provision

Effects of Job Stress

2:00 – 3:00 Proposed Presenter:

Burnout /Care for the caregiver – vicarious trauma

END OF DAY 3 -- Wrap Up

3:00 – 4:00 Family Feud Activity: Laura Zahnd

Evaluations: Elizabeth Wilson

TOTAL: 20 Contact Hours

Final Review of “parking lot” items (flip chart sheet) -- those questions of attendees to be answered on the next day of training or to answer by end of training sessions.

Taking it all back home: encouraging ongoing small group discussions on practices in different jurisdictions. MVSA “take aways” that will help in their positions.

Participant feedback and evaluation of the academy will be completed.

Certificates of completion will be provided to all attendees completing the three day academy.

NOTE: Specific activities to be incorporated into all sessions.

Core Faculty: Elizabeth Wilson, Kathleen Tofall, and third member to be determined

Administered by the Missouri Office for Victims of Crime

In partnership with the Missouri Association of Prosecuting Attorneys and the Missouri Office of Prosecution Services

University Partner: William Woods University; Evaluation and CEUs

Curriculum to be P.O.S.T. approved.

Attendees will be encouraged/required to review the VATonline at the OVC TTAC website prior to attending the academy.

NVAA Modules will be cited and recognized as textual content for specific sections.

Gift Items to be ordered through OVC by June 1, 2008